2015 Annual Report

French-language Services

Provided by the Government of Nova Scotia

NOVA SCOTIA
NOUVELLE-ÉCOSSE

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Message from the Minister

French-language services are a priority for government. Acadian Affairs has been working closely with departments, offices and agencies toward enhancing government's offer of valuable services in French for the Acadian and francophone community. The annual progress report is our opportunity to provide an update on the work that has been done, as well as give a glimpse of the work that is underway.

We know that new technology and social media are increasing the ability of communities to stay connected. Many of the highlights from this report are related to services and initiatives that are accessible online. Acadian Affairs wants to be part of the conversations that are happening online. I encourage all Nova Scotians to follow the government in French on social media, whether it is your first language or if it is something that you are learning for the first time.

Acadian Affairs has always encouraged people from the community to reach out to them to let them know their needs. By working collaboratively with our partners, government can better identify and prioritize work that needs to be done to best serve the community. I extend my sincere appreciation to the people in the public service for working tirelessly toward the continued development, delivery and promotion of French-language services. I would also like to thank Nova Scotians from the Acadian and francophone community for raising the issues that are important to them. It is my hope that by working together, we can continue to increase and enhance our offering of services in French.

Sincerely,

Michel P. Samson

Minister of Acadian Affairs

How we approach our work

French-language services within the Government of Nova Scotia

Acadian Affairs

Acadian Affairs oversees the implementation of the *French-language Services Act* and offers services and programs to provincial government departments and institutions to help them provide services in French. These include translation, French language training, funding for projects, policy advice, and tools such as the *Bonjour!* visual identification program.

Nova Scotia Strategic Plan for French-language Services

This government-wide plan for French-language services guides the development, delivery, and expansion of government services in French. The implementation of the plan is funded in part by the Canada – Nova Scotia Agreement on French-language Services.

French-language Services Coordinating Committee

This interdepartmental committee is made up of French-language services coordinators from 24 departments and offices. The executive director of Acadian Affairs acts as Chair. The committee advises the Minister of Acadian Affairs on the implementation of the *French-language Services Act*, develops guidelines and procedures, and serves as a forum for sharing best practices.

Designated public institutions

The French-language Services Regulations specify the government institutions to which the *French-language Services Act* applies and from which the Acadian and francophone community can expect to receive services in French. These designated public institutions include all departments, most offices, and many agencies. A complete list of institutions is available on the Acadian Affairs website.

French-language Services Coordinators

Working in designated public institutions, French-language services coordinators oversee a range of activities relating to French-language services. These typically include the preparation of an annual French-language Services Plan, and facilitating the development of policies, programs, and initiatives relating to French-language services.

Key performance indicators for French-language services

Government departments, offices, and agencies improved the services they offer in French in various ways during the 2014–2015 fiscal year. This section of the Progress Report outlines many of these improvements as well as key performance indicators for government as a whole. The progress shown is organized around the objectives of the Nova Scotia Strategic Plan for French-language Services for 2013-2018.

Objective 1: Leadership and policy direction

Champion and support the planning, administration, and policy development frameworks for the implementation of the *French-language Services Act* and its regulations.

Government institutions work to make the environment in which they operate more amenable to providing services in French, such as by instituting new policies and protocols to support French-language services. Several examples of this work are highlighted here.

Projects carried out by the French-language Services Coordinating Committee in 2014–2015

The French-language Services Coordinating Committee met regularly to develop guidelines and standards, and share best practices. Sub-committees were formed to address specific issues and report back to the full Coordinating Committee for approval. Their work touched the areas of French language training, active offer of French-language services, human resources, and communications guidelines. The Coordinating Committee also took some time to review its structure and determine priorities. Its Terms of Reference were reviewed and updated.

Reviewing the French language training program

At the end of the 2013-2014 fiscal year, the French-language Services Coordinating Committee carried out a broad evaluation of the French language training program offered to public servants. During 2014-2015, the working group reviewed the data collected and found that overall, 79% of participant respondents felt the French language training provided met their French language training needs. Participants also indicated that 50% utilized their French language skills at work and 70% used their skills at home and in their community.

Since the beginning of the program in 2004, approximately 6000 training spaces have been filled by provincial public servants wishing to improve their French language skills and become better able to provide services in French.

Based on the data collected, the sub-committee prepared a report that included five recommendations. During the 2015-2016 fiscal year, the sub-committee will work on an implementation plan to address the recommendations.

Taking a closer look at Active Offer

The Coordinating Committee established a new sub-committee at the end of 2013-2014 to examine the question of active offer of services in French. During 2014-2015, the sub-committee did a jurisdictional review and developed a definition of *active offer* of French-language services in Nova Scotia.

"The active offer of French-language services by the Government of Nova Scotia means that its public institutions proactively inform citizens when a service is available in French. Its purpose is to ensure that citizens feel comfortable expressing themselves in French when seeking a service and that the service provided in French is comparable to what is offered in English. The service in French is evident, accessible, readily available, and demonstrated in the form of a bilingual greeting, signage, or other means."

The sub-committee will continue its work in the 2015-2016 fiscal year to develop tools and resources to help promote and increase active offer of services in French.

Integration of French-language Services Human Resources Guidelines into the Fair Hiring Policy

The French-language Services (FLS) HR guidelines are designed to provide departments with a consistent protocol to guide the management of issues related to the delivery of French-language services and to clarify how to integrate consideration of French-language capacity into human resources planning (i.e. recruiting, hiring, and retaining).

A sub-committee reviewed and revised the guidelines to make them clearer and easier to use. Human resources professionals at the Public Service Commission were consulted in the process. These guidelines were also considered in the rewriting of the Fair Hiring Policy which now mention them.

Copies of the French-language Services Human Resources Guidelines are available in both English and French on the Public Service Commission website:

English: novascotia.ca/psc/pdf/about/policies/HR_French_Language_Guidelines_En.pdf

French: novascotia.ca/psc/pdf/about/policies/HR_French_Language_Guidelines_Fr.pdf

Measuring awareness of the French Communications Guidelines

During 2014-2015, Communications Nova Scotia did quantitative research with four groups of interest to measure the awareness level of the Communications Guidelines. Participants in the research study included the French-language services coordinators, Acadian Affairs staff, Communications Nova Scotia staff, and a group of provincial crown corporations, agencies, and public institutions.

Communications Nova Scotia will use the results of the survey to assist them with building greater awareness of the guidelines among their staff, as well as to assist staff in determining when information should be communicated in French.

Objective 2: Availability and accessibility of French-language services

Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.

Expanding the French-language services they offer to the public is a priority of many government institutions. Examples of some of their progress are highlighted here.

Three individuals honoured for French-language service excellence

The 2015 *Bonjour!* Awards for Excellence in French-language Services recognized the hard work of three public servants.

The award for **Excellence in Service Delivery to the Public** was presented to **Marilyn Wallace**, a porter at the Yarmouth Hospital. Her warm, friendly and compassionate service in French provides a calming effect for patients, helping them in difficult circumstances.

The award for **Excellence in Program Development** was presented to **Kelly Besler**, a child-protection coordinator with the Department of Community Services. She played a key role in making the Nova Scotia Child Abuse Registry available in French.

Patricia Fricker-Bates, a recently retired French-language services representative for Nova Scotia Legal Aid, was the recipient of the award for **Excellence in Leadership**. Her leadership was instrumental as she provided French-language support, coordinated French language training for Legal Aid staff, and saw that the *Brydges After Hours Duty Counsel Manual* was translated.

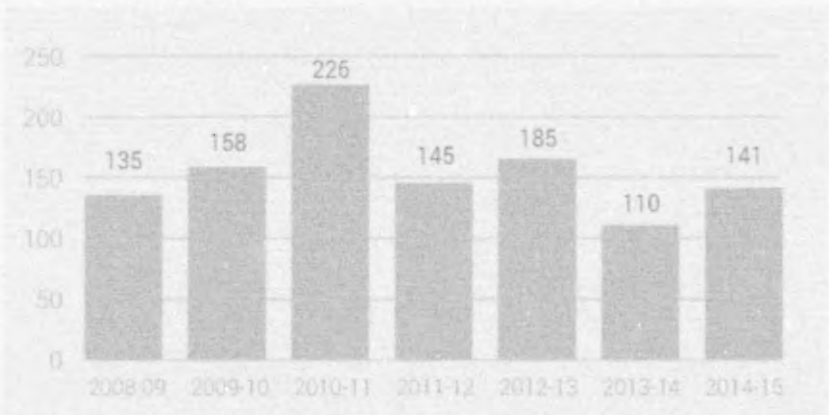
Government news delivered in French

In 2014–2015, 141 news releases were issued in French to keep Acadians and francophones informed about a range of issues and government programs and services, including:

- An invitation to comment on the Nova Scotia education system
- The opening of new early childhood development centres across the province
- The expansion of the ÉcolesPlus program and increase in mental health clinicians in schools
- Availability of funding for organizations to help raise awareness about senior abuse
- Precautions for hurricane season
- New accessible transportation in rural communities
- The new immigration stream "Nova Scotia Demand: Express Entry"
- Guidelines for supporting transgender and gender nonconforming students
- The launch of Text with 9-1-1 in French for persons with hearing or speech impairments

The number of news releases issued by government can vary considerably from year to year due to factors such as special events, elections, and issues affecting public health and safety.

NEWS RELEASES ISSUED IN FRENCH

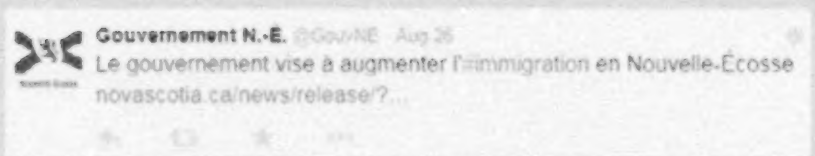


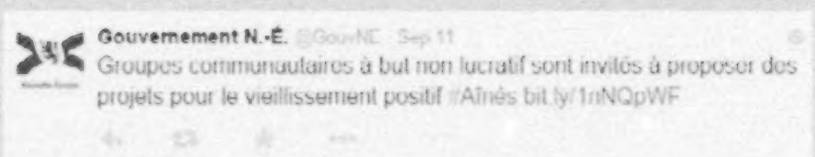
French-language services in the social media age

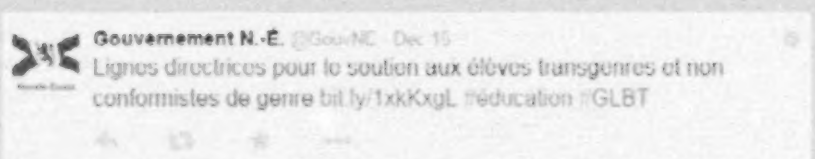
The provincial government continued to promote French-language services, news, and community events in French through two social media channels.

We continue to Tweet all about it

The provincial government's French-language Twitter account, @GouvNE, sent out more than 1,404 tweets in 2014–2015 and grew to 632 followers. The tweets are one of the ways government shares important information about French-language programs and services with the Acadian and francophone community. Here are a few examples.


Gouvernement N.-É. @GouvNE · Aug 26
Le gouvernement vise à augmenter l'#immigration en Nouvelle-Écosse
novascotia.ca/news/release/?...


Gouvernement N.-É. @GouvNE · Sep 11
Groupes communautaires à but non lucratif sont invités à proposer des
projets pour le vieillissement positif #Aînés bit.ly/1nNQpWF

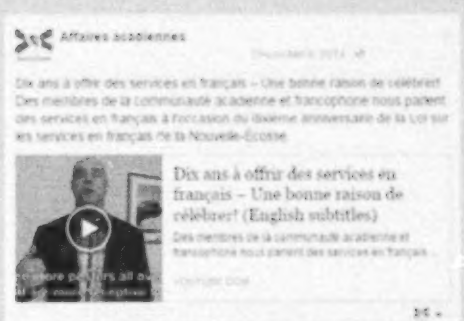

Gouvernement N.-É. @GouvNE · Dec 15
Lignes directrices pour le soutien aux élèves transgenres et non
conformistes de genre bit.ly/1xkKxgL #éducation #GLBT

Gouvernement N.-É. @GouvNE · Feb 6
La Nouvelle Écosse célèbre sa première Journée du patrimoine
bit.ly/1AB7iP6 #CommunautésCultureetPatrimoine

Introducing "Affaires acadiennes" on Facebook

The French-language services Facebook page facebook.com/Affairesacadiennes was launched on September 17, 2014, just in time to encourage nominations for the *Bonjour!* Awards for Excellence in French-language Services. Between its launch date and March 31, 2015, there were 95 postings and 76 page likes. The page provides information on French-language services available from various government departments and institutions.

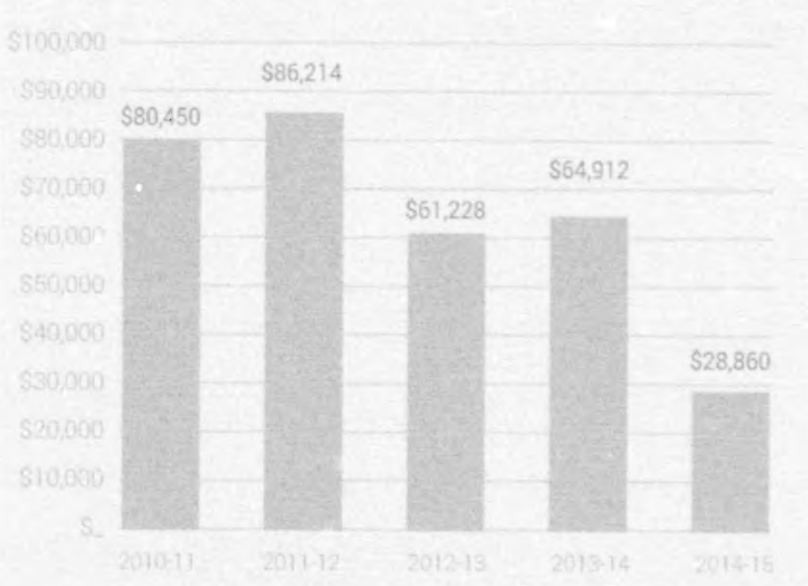
Affaires acadiennes
Le gouvernement a publié son rapport d'étape sur les services en français 2014 aujourd'hui. 5 décembre, journée qui marque le 10e anniversaire de la Loi sur les services en français.
Lisez le communiqué de presse
Lisez le rapport d'étape 2014
Rapport d'étape 2014


Affaires acadiennes
Dix ans à offrir des services en français – Une bonne raison de célébrer! Des membres de la communauté acadienne et francophone nous parlent des services en français à l'occasion du dixième anniversaire de la Loi sur les services en français de la Nouvelle-Écosse.
Dix ans à offrir des services en français – Une bonne raison de célébrer! (English subtitles)

Radio and print advertising in French*

In 2014–2015, government institutions ran 28 campaigns in the province's French-language media to promote programs and services and to share important information with the public. Government advertises in *Le Courrier de la Nouvelle-Écosse* and on francophone community radio stations (CIFA, CKJM, CITU, and CKRH) to reach Acadian and francophones in Nova Scotia.

Overall, 2014-2015 media spend in both French and English was down compared to 2013-2014. These amounts exclude the media spend for Tourism Nova Scotia.



** French-language advertising campaigns booked through Communications Nova Scotia*

Examples of French-language advertising and promotional campaigns

- Acadian flag licence plates
- *Bonjour!* Awards for Excellence in French-language Services
- Disaster financial assistance
- Electricity review consultation
- Energy Training Program
- Heating Assistance Rebate Program
- Highway work zone safety
- Lobster levy consultation
- Lyme disease awareness
- Medal of Bravery 2015
- Minimum wage increase
- Order of Nova Scotia 2015
- Provincial Court Judges Salary Tribunal
- Recruitment for agencies, boards and commissions
- Recruitment for Nova Scotia Health Authority Board
- Remembrance Day 2014
- Unified Health Authority Act

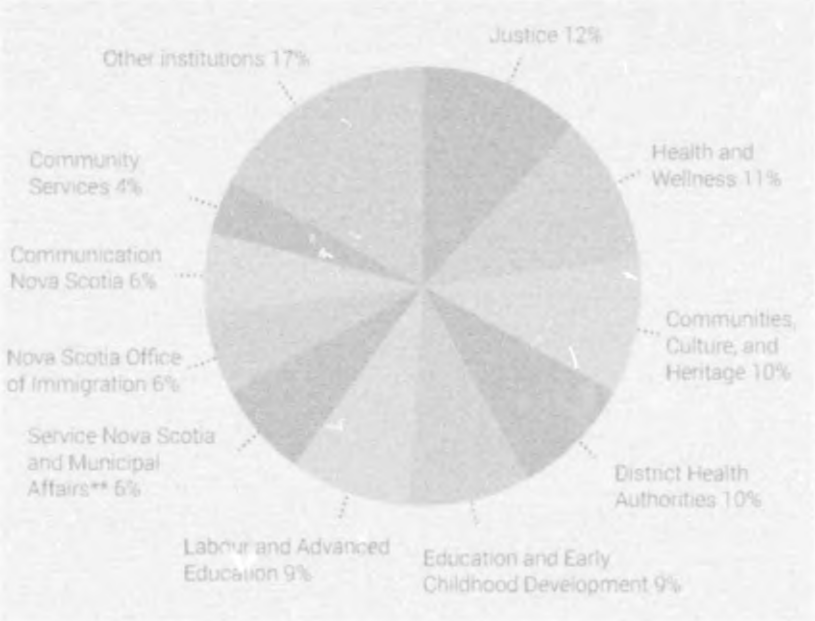
Increasing the availability of French-language material

Translation Services

Over the course of the 2014–2015 fiscal year, Translation Services translated 1.33 million* words for 42 government institutions. Of the 1.33 million words translated, 77% were from English to French and 23% from French to English. Translation services enable government institutions to increase the quantity of material and content available in French as well as to interpret correspondence and documents they receive in French from the Acadian and francophone community.

** Does not include translations outsourced directly by departments, offices, and agencies.*

BREAKDOWN OF TRANSLATION BY INSTITUTION • 2014-2015*


Justice 12%
Other institutions 17%
Health and Wellness 11%
Community Services 4%
Communication Nova Scotia 6%
Communities, Culture, and Heritage 10%
Nova Scotia Office of Immigration 6%
Service Nova Scotia and Municipal Affairs** 6%
District Health Authorities 10%
Labour and Advanced Education 9%
Education and Early Childhood Development 9%

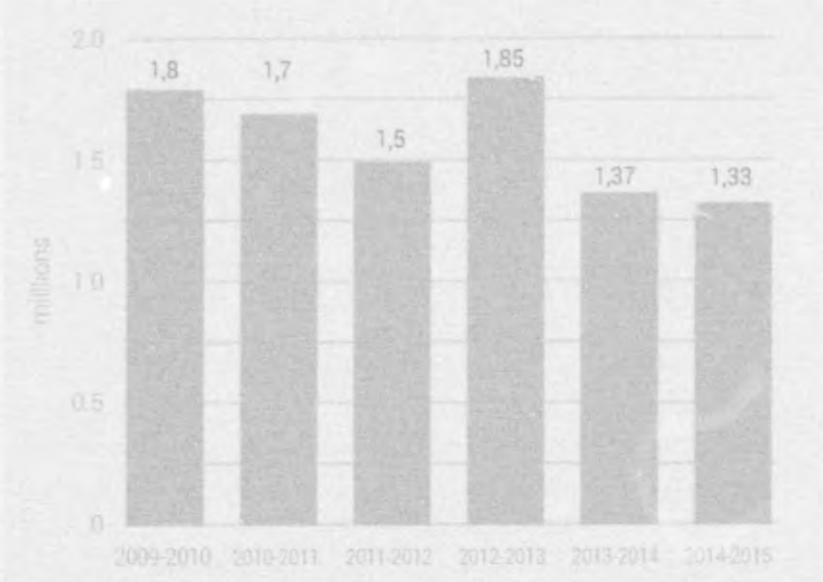
** Provided by government's Translation Services unit. Does not include translations outsourced directly by departments, offices, and agencies. Education does not include translations completed for curriculum development.*

*** Service Nova Scotia and Municipal Affairs were calculated together.*

WORDS TRANSLATED BY SOURCE AND TARGET LANGUAGE*

** Provided by government's Translation Services unit. Does not include translations outsourced directly by departments, offices, and agencies.*

WORDS TRANSLATED BY FISCAL YEAR*



** Provided by government's Translation Services unit. Does not include translations outsourced directly by departments, offices, and agencies.*

New services in French

Some departments and institutions introduced new French-language services in 2014–2015. Here are a few examples.

Institution	New Services
Health and Wellness	Take 5 and Gambling Support Network toll-free line
Municipal Affairs	Financial Condition Index, Municipal Profile, and Municipal Indicators Text With 911 for persons with hearing, speech Impairments
Seniors	Seniors' Information Line and Senior Abuse Information and Referral Line now delivered through 211 Nova Scotia which can provide service in French
Service Nova Scotia	A Film & Video Search engine is now available in French and English, providing film classifications and ratings

New publications

The 2014–2015 fiscal year saw a number of new documents made available in French. A selection of these publications is presented here.

Institution	Publications
Agriculture	• Explore Farming in Nova Scotia
Community Services	• National Child Benefit brochure • Interviewing Children - School board policy • What you Need to Know - Child Protection booklet
Education and Early Childhood Development	• Disrupting the Status Quo: Nova Scotians Demand a Better Future for Every Student • The 3 Rs: Renew, Refocus, Rebuild • Code of Conduct
Finance and Treasury Board	• Let's Talk Taxes Guide
Freedom of Information and Protection of Privacy Review Office	• Key Steps to Responding to Privacy Breaches • Mini Guide to Access • Mini Guide to Privacy • Mini Guide to Personal Health Information
Health and Wellness	• Living with Dementia: A discussion paper presented by the Nova Scotia Dementia Strategy Advisory Committee
Justice	• CyberSCAN brochure
Labour and Advanced Education	• START program brochure • Fast Forward: policy and guidelines, fact sheet and application package
Nova Scotia Advisory Council on the Status of Women	• Guide for Girls • Votes for Women: A political guidebook

Office of Immigration	• Nova Scotia booklet for potential immigrants describing why they should consider the province • One page "Express Entry" Info sheet
Service Nova Scotia	• Illegal Tobacco - Don't get burned • Tax on Privately Purchased Vehicles – What you need to Know

Websites and Web Content

Government institutions maintain a range of websites that provide valuable information to the public, many of which are separate from their corporate or institutional website.

In 2014–2015, 20 government institutions had the *Bonjour!* logo or a link leading to French-language content on the homepage of their website and 8 institutions had bilingual websites.

A website is deemed to be bilingual if its navigation menu is in French and links to French-language pages, and most of the content available on the English version site is available in French. The 8 institutions who have bilingual sites include:

- Acadian Affairs
- Communities, Culture and Heritage
- Employment Nova Scotia (part of Labour and Advanced Education)
- Immigration
- Intergovernmental Affairs
- Municipal Affairs
- Office of the Ombudsman
- Service Nova Scotia

Here are some examples of new French-language websites and website content published during the fiscal year.

INSTITUTION	WEBSITES AND WEB PAGES
Community Services	• Accessibility Legislation website (novascotia.ca/coms/accessibility/default-fr.asp)
Justice	• The Correctional Officers' training standards, recruitment and selection process (novascotia.ca/just/Corrections/careers-fr.asp) • The Quick Reference Guide for Professional Visitors (novascotia.ca/just/Corrections/policy_procedures/Professional_Visitors-fr.pdf) • The professional Visitor web page "Tenant facing Domestic Violence" (novascotia.ca/just/victim_Services/tenant_facing_domestic.asp) • Victim Services brochure "Counselling for Children Exposed to Domestic Violence" (novascotia.ca/just/victim_Services/_docs/Children_Exposed_Info_Sheets-fr.pdf)
Labour and Advanced Education	• Targeted Initiative for Older Workers (novascotia.ca/employmentnovascotia/tiow/default-fr.asp) • The Fast Forward Program, which provides opportunities for individuals in receipt of regular EI benefits to attend approved training. (novascotia.ca/employmentnovascotia/programs/fastforward-fr.asp)
Public Service Commission	• Diversity and inclusion strategy (novascotia.ca/psc/pdf/employeeCentre/diverseWorkforce/Relever_La_Barre.pdf)

Service Nova Scotia	• Special Move Permits (novascotia.ca/sns/access/drivers/special-move-permits-fr.asp) • Accessible Parking Zone Permits and Plates for Motorcycles (novascotia.ca/sns/rmv/f/registration/fr-mobility.asp) • Land Registry (novascotia.ca/sns/access/land/land-registry-fr.asp) • Property Online (novascotia.ca/sns/access/land/property-online-fr.asp) • Land Services & Information (novascotia.ca/sns/access/land/land-services-information-fr.asp) • Nova Scotia Civic Addressing (novascotia.ca/sns/access/land/land-services-information/civic-address-fr.asp) • Property Tax Rebate for Seniors (novascotia.ca/sns/access/individuals/consumer-awareness/property-tax-rebate-for-seniors-fr.asp) • U-Vint (novascotia.ca/sns/access/alcohol-gaming/liquor-fr.asp)

Cultural competency workshops for government employees

In 2014–2015, Acadian Affairs offered five sessions of the Acadie at a Glance cultural competency training to 43 government employees. The workshop provides participants with a greater understanding of Nova Scotia's Acadian and francophone community and the Government of Nova Scotia's approach to delivery of French-language services.

Bonjour! visual identification program materials

The *Bonjour!* visual identification program is used by government institutions to let the public know that services are available in French. It includes lapel pins, desktop signs, posters and other program support materials which are generally used by French-speaking staff. In 2014–2015, 299 pieces of *Bonjour!* program materials were distributed to 10 government institutions.

French language training

Acadian Affairs offers French language courses through training providers to help improve government employees' ability to communicate with the public in French. Over the 2014–2015 fiscal year, 647 seats of French language training were taken up by government employees, of which 57% were at the Beginner level, 24% at the Intermediate level, and 19% at the Advanced level.

FRENCH LANGUAGE TRAINING ENROLMENTS BY LEVEL (%)

Working with municipalities

Government institutions supported municipalities with a few projects aimed at the Acadian and francophone community in 2014–2015, including:

- Continue to work with Halifax Regional Municipality (HRM) to help it build ties with the Acadian and francophone community (representation from several departments).
- Funding for the Municipality of Clare to help the community work on one of the priorities in its age-friendly communities plan. (Seniors)

Objective 3: Community engagement and outreach

Encourage the participation of the Acadian and Francophone community in the development of government policies with a view to improving the delivery of services in French.

Government works with the Acadian and francophone community to build relationships, gather input, and work towards common goals.

Community consultations

Government institutions consulted with the public in various ways in 2014–2015, including online surveys, telephone consultations, focus groups, and face-to-face meetings. Here are some examples of consultations which sought input from the Acadian and francophone community.

INSTITUTION	TOPICS ON WHICH GOVERNMENT SOUGHT INPUT
Agriculture, Fisheries and Aquaculture	• Province-wide lobster industry consultations about financial contributions
Community Services	• Advisory Panel on Accessibility Legislation to provide recommendations which will ensure all Nova Scotians have equal opportunity to reach their potential
Education and Early Childhood Development	• Minister's Panel on Education presented its examination of the educational system
Health and Wellness	• Consultation on the province's dementia strategy • Consolidation of the district health authorities • Flavoured tobacco products and e-cigarette juice
Immigration	• Focus Group Sessions with Business Community Stakeholders
Justice	• Dialogue on domestic violence • Family law reform
Labour and Advanced Education	• Transformation of career and employment services in Nova Scotia • Review of adult education programs and services for the Acadian community
Municipal Affairs	• Municipal indicator data - All municipalities were invited to provide feedback on their financial data and the financial condition index • School Board Elections - Ongoing dialogue with the CSAP related to School Board Elections and proposed election process improvements

Natural Resources	Sunday hunting
Service Nova Scotia	Change of sex requirements for birth certificates
Utility and Review Board	Hearing in the District of Argyle regarding municipal boundaries

Vive l'Acadie Community Fund

Donations collected from the sale and renewal of Acadian flag licence plates go into the Vive l'Acadie Community Fund to support cultural projects in Acadian and francophone communities. The donations collected in 2013–2014 were distributed in 2014-2015 to the 10 regional Acadian and francophone community organizations to fund 13 projects, ranging from festivals and theatrical performances to workshops and heritage conservation. Over the course of the 2013–2014 fiscal year, 496 Acadian flag licence plates were sold or renewed, raising $24,800 to support community projects.

Over the course of the 2014–2015 fiscal year, 604 Acadian flag licence plates were sold or renewed, raising $30,200 to support community projects in 2015-2016.

PROJECTS FUNDED BY VIVE L'ACADIE IN 2014-2015

- 2nd *Rendez-vous des artistes de Clare*, a workshop for artists (Société acadienne de Clare)
- Acadian Day concert (Centre communautaire francophone de Truro)
- Acadian Day celebrations (Conseil communautaire du Grand-Havre and Société acadienne Sainte-Croix)
- Acadian flag anniversary celebration day (Société Saint-Pierre)
- After-school program, Les Aventuriers (Association du Centre communautaire de la Rive-Sud
- Festival des cultures francophones TD 2014 (Conseil communautaire du Grand-Havre)
- Festival du Bon temps Par-en-Bas (Conseil acadien de Par-en-Bas)
- Franco-fête (Association francophone de la Vallée)
- Opening and closing ceremonies for the Jeux de l'Acadie provinciaux (Centre communautaire Étoile de l'Acadie)
- Traditional dance tour by the dance troupe Pied en cadence (Centre communautaire Étoile de l'Acadie)
- Visual arts workshop (La Picasse, Centre communautaire culturel)
- Volunteer recognition night (Conseil communautaire du Grand-Havre)

Partnering with the Acadian and francophone community

In 2014–2015, government institutions worked with Acadian and francophone community organizations to support, fund, or partner on a number of initiatives. Here are a few examples.

INSTITUTION	INITIATIVES
Health and Wellness	• Met regularly with Réseau-Santé Nouvelle-Écosse to better align work and maximize opportunities • Provided funding to Réseau Santé to develop a French mental health and addictions directory and to host sessions of the Mental Health First Aid course in French across the province
Immigration	• A joint partnership with Atlantic Workforce Partnership, the Government of New Brunswick, CDENE, and Immigration Francophone de la Nouvelle-Écosse for the Destination Acadie recruitment fairs in Paris, France and Brussels, Belgium in March 2014
Justice	• Discussions between Court Services and l'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE) regarding French-language service delivery, including the French Parent Information Program and support of the new Justice Access Centre (JAC) in Halifax • In partnership with l'Association des juristes d'expression française de la Nouvelle-Écosse (AJEFNE), supported the opening of the new Justice Access Centre (JAC) in Halifax in November 2014. The Centre's goal is to facilitate access to justice for all citizens, by offering free legal information in person, by telephone, or via internet, in conjunction with existing resources

Seniors	• Held regular consultations with the Group of IX Seniors' Advisory Council of Nova Scotia, an independent group who consults with other organizations and special interest groups in an effort to be fully informed and representative of the senior population of the province. The group includes participation from the Regroupment des aînées et aînés de la Nouvelle-Écosse (RANE) • Funded projects from the Conseil des Arts de Chéticamp, L'Équipe d'Alphabétisation- Nouvelle-Écosse, and the Regroupement des aînées et aînés de la Nouvelle-Écosse through the Positive Aging program. The projects included : - Pairing seniors and young artists to share knowledge and methods in the arts - A francophone "Seniors Reading" club - "Together for Greater Outreach of our Vitality", a two-day event for seniors that included lectures and opportunities for senior artists to promote their art and involve youth in activities

Partnering with Québec to fund Acadian and francophone community projects

Through 2014-2015, the provinces of Nova Scotia and Québec worked in cooperation to ensure the preservation and continued development of the French language. The Cooperation and Exchange Agreement between the two provinces provided funding to Acadian and francophone community groups for the five following projects that promoted education, culture, activities for youth, and the development of the French language:

- The participation of four staff members from the Conseil scolaire acadien provincial (CSAP) at an 8-day seminar provided by l'Association canadienne d'éducation de langue française (ACELF), focusing on training, exchanges, and reflection on the identity of the francophone minority.
- A professional development session for Early-Childhood Development teachers within the Centre provincial de ressources préscolaires (CPRPS), focusing on how to use games within learning spaces to create an environment that is creative, imaginative, and welcoming.
- The participation of a Nova Scotia representative at an international seminar focusing on Canada's French oral literature and the works of Marius Barbeau.

- A partnership between the Conseil communautaire du Grand-Havre and Québec Cinéma to present the Tournée du cinema québécois in Halifax. Several French-language films were presented at the 2014 Atlantic Film Festival, part of the "Cinéma en français S.V.P" component.
- Research funding to do an exploratory study on why youth in French rural communities are migrating to larger urban communities.

Departmental Highlights for 2014-2015

Government departments, offices, and agencies continue to work to improve the services that they offer in French. The following offers some examples on progress in French-language services as identified by the respective departments, offices, and agencies. This is not an exhaustive list; more detail can be found in individual annual French-language services plans.

2014-2015 – PROGRESS AND SUCCESS IN FRENCH-LANGUAGE SERVICES

DESIGNATED PUBLIC INSTITUTION	PROGRESS / SUCCESS
Agriculture, Fisheries and Aquaculture	• The department translated portions of the Agriculture Awareness program content (novascotia.ca/agri/services-en-francais) • There is an increase in the number of employees who are able to provide French-language services to clients, due to the relocation of offices to Cornwallis and Shelburne
Community Services	• Launched a French-language Services Recognition Initiative, *Acadian Star/Étoile acadienne*, to recognize individuals and teams that go above and beyond to provide services in French • Expanded the Family Resources Services to most Acadian and francophone areas in Nova Scotia – services are now available in Clare, Tusket, Halifax, Isle Madame, and Sydney
Education and Early Childhood Development	• Key components from the Minister's Action Plan for Education were translated into French, including the mathematics and core French programs (ednet.ns.ca/educationreview/index-fr.shtml).
Finance and Treasury Board	• The department ensured that the *Let's Talk Taxes* guide and website were available in French during the consultation process

Health and Wellness	• Active recruitment and support of French-speaking professionals through funding for Francophone medical students (3 seats) and pharmacy students (2 seats) • *Parenting the Active Child – Behaviour Difficulties Program*, a program available through the Strongest Families Institute, is now available in French • A French consultation took place to inform the public of the department's dementia strategy (novascotia.ca/dhw/dementia/#FR) • Attended and presented at the Outside Quebec Career Day in February to recruit French-speaking physicians to the province
Justice	• The Department of Justice's website's French-language services web page now includes all information resources which are available in French (novascotia.ca/just/fr_services.asp) • French-speaking judges and court reporters were provided for 25 proceedings; French-language interpreters were also employed for court hearings
Labour and Advanced Education	• Seven career planning and labour market information guides were published in French in print and on the website, as well as distributed to points of service delivery in Acadian regions • Hosted an information session for Acadian and francophone stakeholders via video-conference on the transformation of career and employment services in Nova Scotia
Municipal Affairs	• The Financial Condition Index now available in French (novascotia.ca/dma/finance/indicator/fci-fr.asp) • Nova Scotians who have hearing loss or speech impairments can now use Text with 911 for emergency services
Natural Resources	• French material and online tools were made available for the Sunday hunting consultation (novascotia.ca/natr/hunt/sunday)

Nova Scotia Utility and Review Board	• Hired a bilingual receptionist/administration support and adopted the *Bonjour!* program to promote that services are available in French
Office of Immigration	• Had 13 nominations for Francophone immigration candidates • Contributed $198,000 to Francophone immigrant settlement service organizations
Office of the Ombudsman	• All promotional material is now available in French • The office's website, communication materials, and various reports are available in French
Public Service Commission	• French-language Human Resources considerations are now included in the PSC's Fair Hiring Guidelines • Two public service strategies, *Raising the Bar* and *Pride in the Public Service*, are available in French
Seniors	• Services in French are now provided for the Seniors Information line and Senior Abuse Information Referral line 24 hours a day in French through a partnership with 211 • Translations of the age-friendly brochure and the Group of IX Seniors' Advisory Council brochure for 2015 are available in hard copy
Service Nova Scotia	• Provision of online and in-person government services in French to citizens and new immigrants
Transportation and Infrastructure Renewal	• Road safety information is provided in French through the department's webcams, 511 service, and news releases • Important safety information is provided to Nova Scotians in French

By the numbers

A highlight of what was achieved in 2014-2015

24 departments and offices were represented on the French-language Services Coordinating Committee.

84% of designated public institutions published a French-language services plan for 2014–2015.

Promotion and Advertising

141 news releases issued in French in 2014–2015.

1,404 tweets in French from the @GouvNE Twitter account and 95 posts on the Affaires acadiennes Facebook page.

$28,860 was spent on 28 French-language advertising campaigns.

Translation

42 government institutions accessed translation services, which saw a total of 1.33 million words translated in 2014-2015.

Bonjour! Program

20 government institutions had the *Bonjour!* logo or a link leading to French-language content on the homepage of their corporate website.

299 pieces of the *Bonjour!* program materials were distributed to 10 government institutions.

Education

647 seats were filled by public servants in 2014–2015.

43 government employees completed the Acadie at a Glance cultural awareness training.

Community

496 Acadian flag licence plates sold or renewed in 2013–2014, which provided $24,800 to fund 13 community projects in 2014-2015.

604 Acadian flag licence plates sold or renewed in 2014–2015, which will provide $30,200 to fund community projects in 2015-2016.